

FIG. 1
(PRIOR ART)

ONE SCRIPT TEST SCRIPT SYSTEM AND METHOD
FOR TESTING A CONTACT CENTER VOICE APPLICATION

Albert Seeley, et al.

10/600,964

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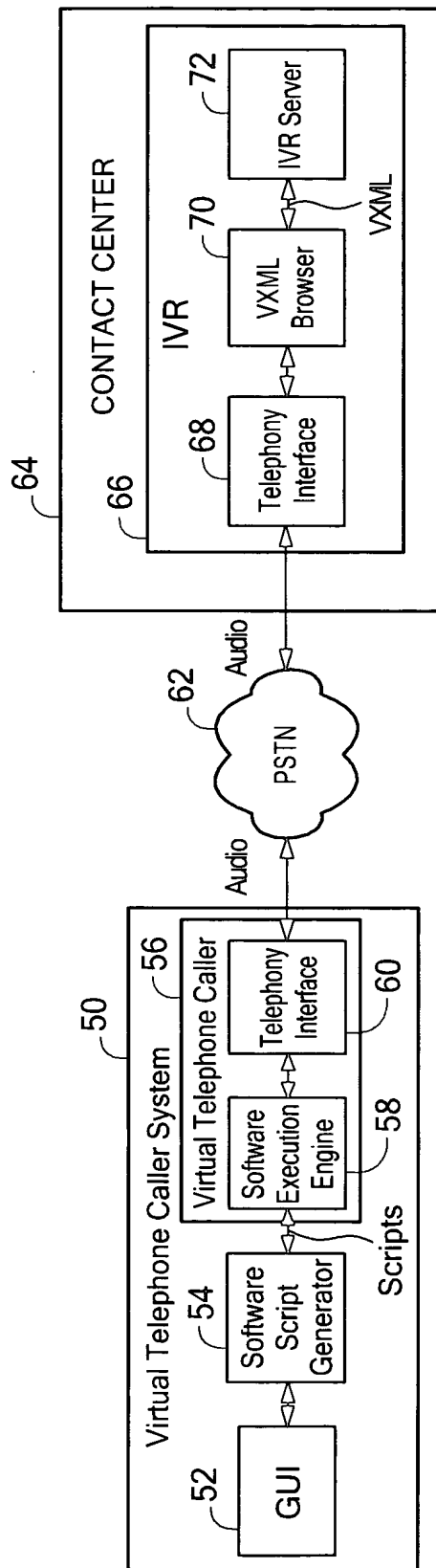


FIG. 2
(PRIOR ART)



ONE SCRIPT TEST SCRIPT SYSTEM AND METHOD
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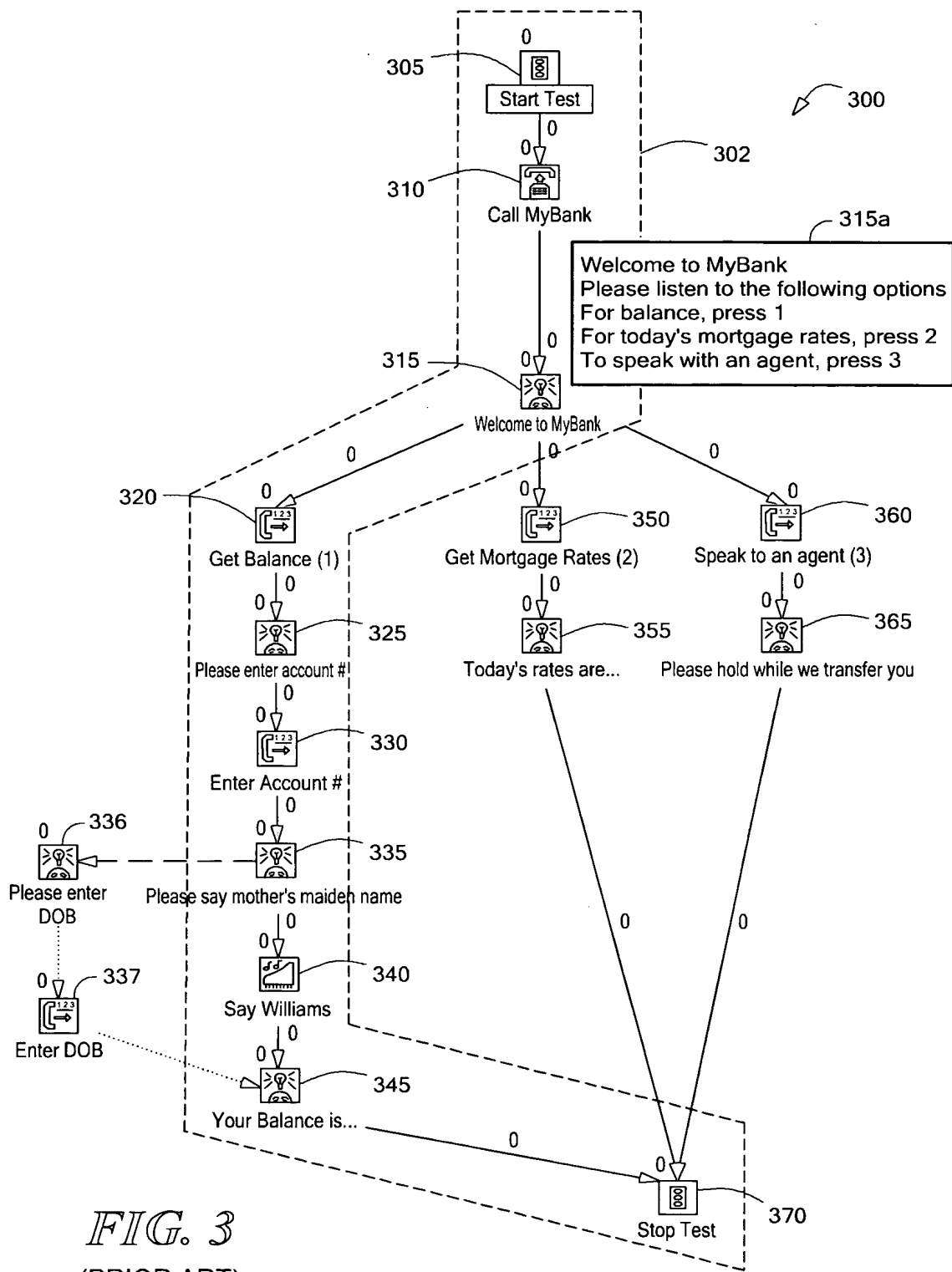


FIG. 3

(PRIOR ART)

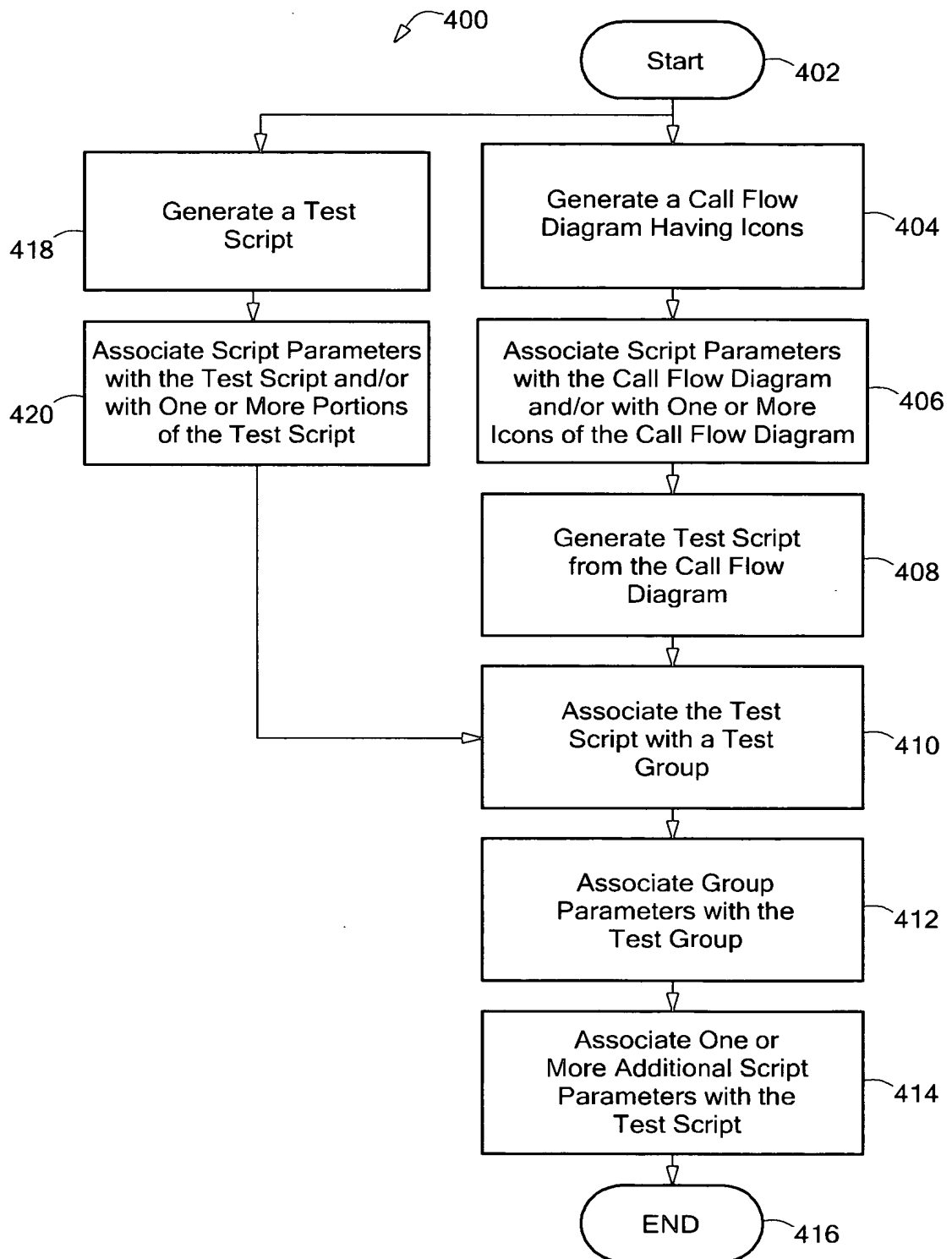


FIG. 4



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Edit Icon Properties

General | Template | Advanced | Configuration | Data Logging | Speech Recognition | Runtime

Enable Logging: YES

Custom Label: Time to recognize speech...

Warn Thresh: 700

Error Thresh: 1000

Output Response Score: YES

Output Response Time: YES

Output Response Length: YES

Output Response: YES

Reset | OK | Apply | Cancel | Help

FIG. 5



ONE SCRIPT TEST SCRIPT SYSTEM AND METHOD
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Builder - Test Manager

File View Utilities Help

Scenario Builder

Scenario Locations

- C:\test
 - Demo
 - Load
 - New Load Voice Group
 - acct_balances_0001_1_vs
- Monitoring
 - Voice Group
 - acct_balances_0001_1_vs
- hengli Test
- test
- testblanks

Select scripts to add to scenario

Voice Scripts

Δ Server	Project	Test set	Name	Location	Modified
rsw256			Hello90Seconds1	C:\Hammer\C..	Monday, July, 16
rsw256			Hello90Seconds	C:\Hammer\C..	Monday, July 16,
rsw256			hello	C:\Hammer\C..	Tuesday, March
rsw256			Fin Adv	C:\Hammer\C..	Tuesday, March
rsw256			checking_balance_0001	C:\Hammer\C..	Tuesday, Novem
✓ rsw256			acct_balance_0001_1_vs	C:\Hammer\C..	Wednesday, Aug
rsw256	sue	simple	simple_0001_1_vs	C:\Hammer\C..	Monday, June 04
rsw256	sue	simple	bad_data_format_0001_1_..	C:\Hammer\C..	Friday, August 24
rsw256	Robb Full Cover		fullcover_0065_1_vs	C:\Hammer\C..	Thursday, June 2
rsw256	Robb Full Cover		fullcover_0064_1_vs	C:\Hammer\C..	Thursday, June 2
rsw256	Robb Full Cover		fullcover_0063_1_vs	C:\Hammer\C..	Thursday, June 2
rsw256	Robb Full Cover		fullcover_0062_1_vs	C:\Hammer\C..	Thursday, June 2

Launch Script Builder

Refresh List

Add Scripts

Close

Scenario Scheduler

Scenario Reporter

For Help, press F1

Connected to HCM Server: rsw256

Interactive Mode

FIG. 6

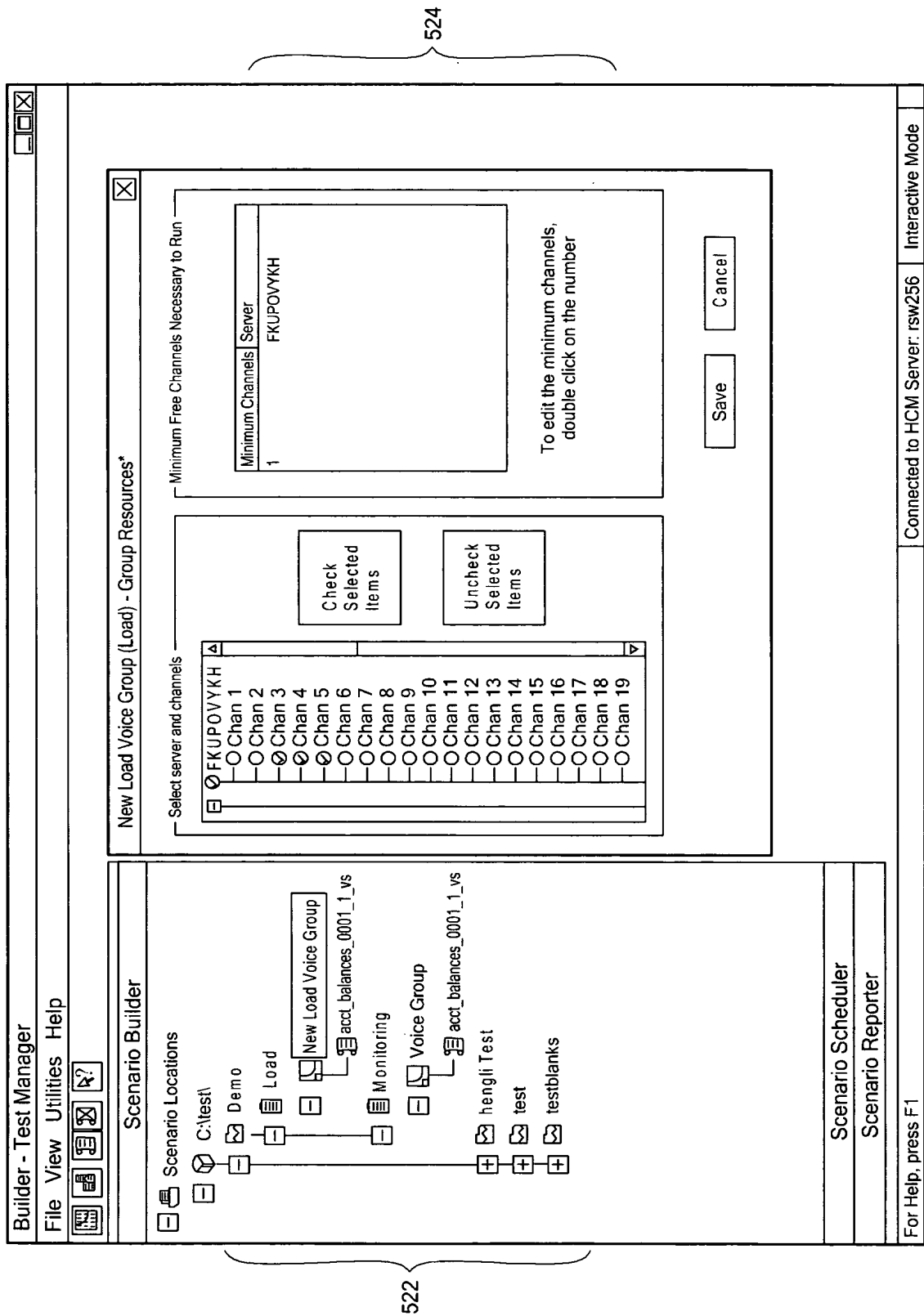


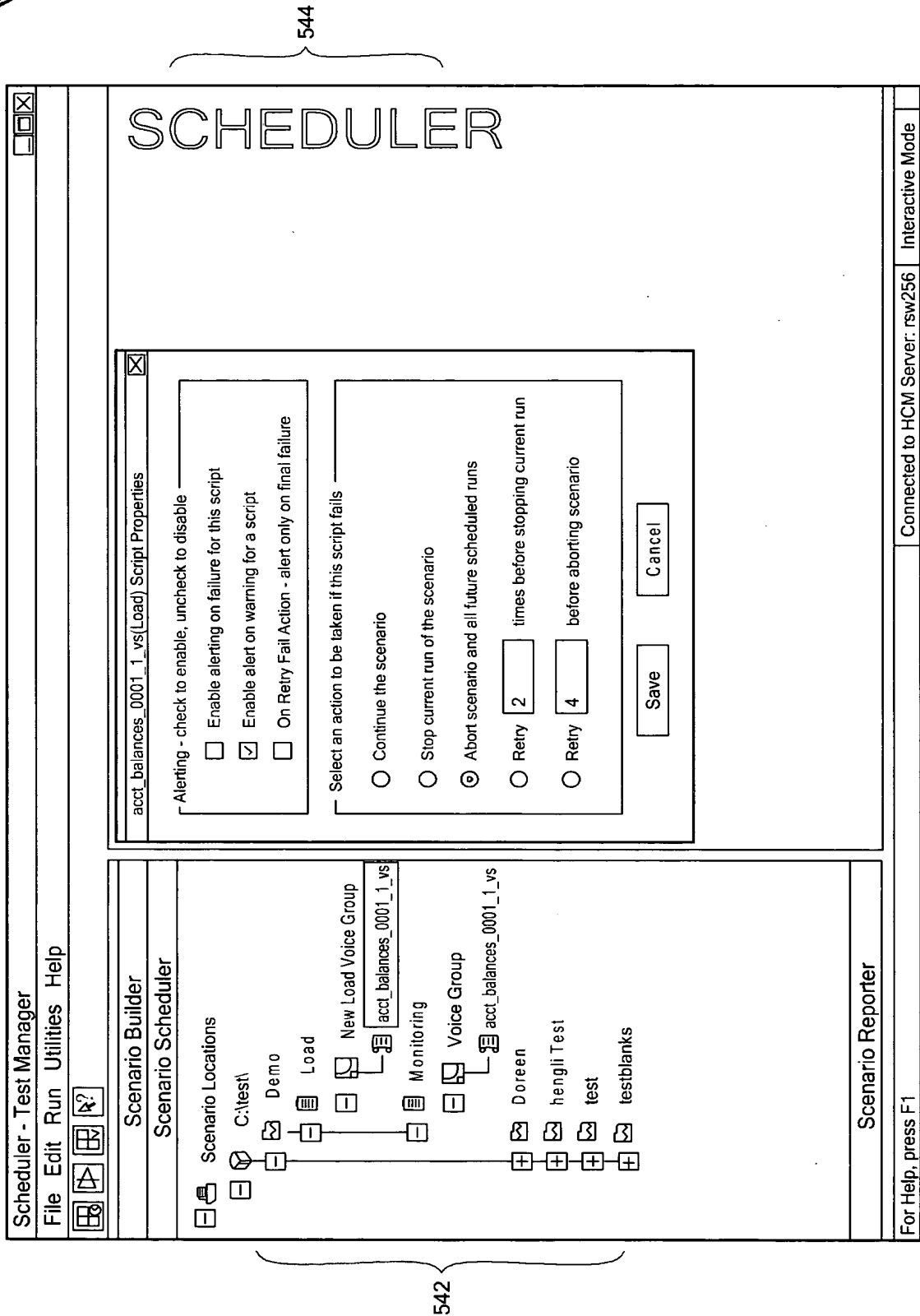
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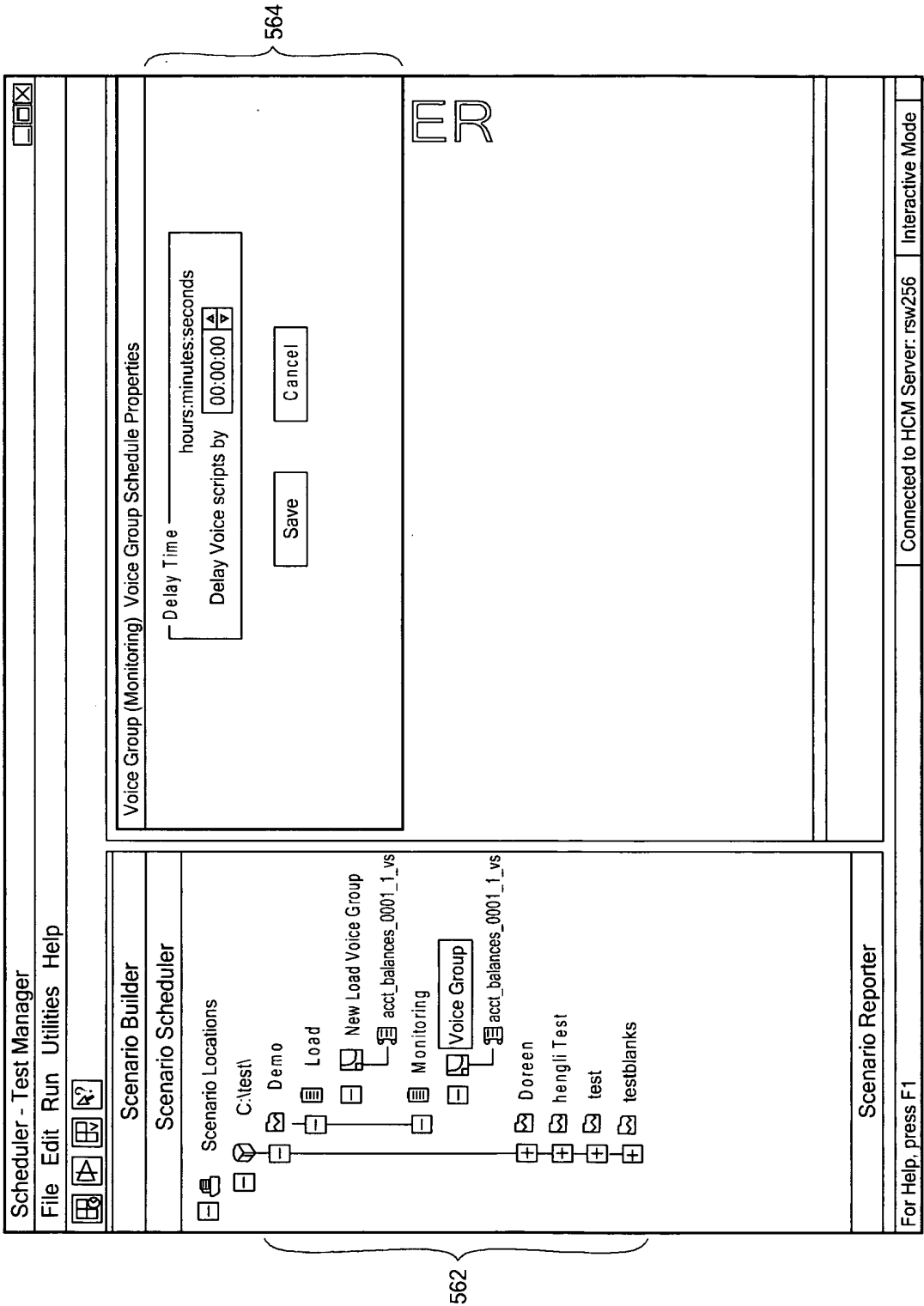
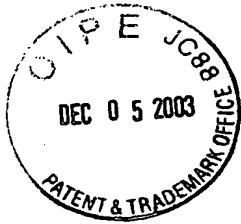


FIG. 9

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Scheduler - Test Manager

File Edit Run Utilities Help

Scenario Builder

Scenario Scheduler

- [-] Scenario Locations
- [-] C:\test\
 - [-] Demo
 - [-] Load
 - [-] New Load Voice Group
 - [-] acct_balances_0001
 - [-] Monitoring
 - [-] Voice Group
 - [-] acct_balances_0001
 - [-] Doreen
 - [-] hengli Test
 - [-] test
 - [-] testblanks

New Load Voice Group (Load) - Voice Group Schedule Properties

Delay Time

hours:minutes:seconds

Delay Voice scripts by 00:00:00

Script Load Share

Rel. Weight%	Script Name
100	acct_balances_0001_1_vs

Double click Relative Weight value to edit

Apply Ever Load

Loading

Duration total min (days hours mins)	Start qpm	End qpm
10 0 10 10	0.0	20.0
10 0 10 10	20.0	20.0
10 0 10 10	20.0	0.0

Rick click on list for operation choices

Total Duration: 30 minutes

Save

Cancel

For Help, press F1

Connected to HCM Server: rsw256

Interactive Mode

FIG. 10



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SCHEDULER

Monitoring Schedule

Start and Stop times

Start:

Stop:

Recurrence Pattern

☐ None
☒ Hourly
☐ Daily
☐ Weekly
☐ Monthly

minutes
 hours

Alerting - Enable to allow alerting at script level, disable to prevent all alerting

☐ Enable alerting for this scenario

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Scenario Builder

Scenario Scheduler

Scenario Locations

- C:\test\
- Demo
- Load
- NewLoadVoiceGroup
- Monitoring
- Voice Group
- Doreen
- hengli Test
- test
- testblanks

act_balances_0001

act_balances_0001

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Scenario Reporter

For Help, press F1

Connected to HCM Server: rsw256

Interactive Mode

FIG. 11

ONE SCRIPT TEST SCRIPT SYSTEM AND METHOD
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Monitoring Schedule*

Start and Stop times

Start: Immediately

Stop: None

1

Recurrence Pattern

☐ None

☒ [Hourly]

☐ Daily

☐ Weekly

☐ Monthly

Every 1 minutes

Every 1 hours

Alerting - Enable to allow alerting at script level, disable to prevent all alerting

☐ Enable alerting for this scenario

Save

Cancel

620 ⁴ FIG. 12



Monitoring Schedule*

Start and Stop times

Start:

Stop:

Recurrence Pattern

☐ None
☐ Hourly
☒ Daily
☐ Weekly
☐ Monthly

☒ Every day(s)
☐ Every Weekday

Alerting - Enable to allow alerting at script level, disable to prevent all alerting

☐ Enable alerting for this scenario

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ONE SCRIPT TEST SCRIPT SYSTEM AND METHOD
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Monitoring Schedule*

Start and Stop times

Start:

Immediately

Stop:

None

1

Recurrence Pattern

☐ None

☐ Hourly

☐ Daily

☒ Weekly

☐ Monthly

Recur every

1

week(s) on:

☐ Sunday

☐ Monday

☐ Tuesday

☐ Wednesday

☐ Thursday

☐ Friday

☒ Saturday

Alerting - Enable to allow alerting at script level, disable to prevent all alerting

☐ Enable alerting for this scenario

Save

Cancel

660 FIG. 14



Monitoring Schedule*

Start and Stop times

Start: Immediately

Stop: None

Recurrence Pattern

☒ Day

7

of every

1

month(s)

☐ The

First

Tuesday

of every

1

month(s)

☐ None

☐ Hourly

☐ Daily

☐ Weekly

☒ Monthly

Alerting - Enable to allow alerting at script level, disable to prevent all alerting

☐ Enable alerting for this scenario

Save

Cancel

FIG. 15

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SCHEDULER

Scenario Builder

Scenario Scheduler

Scenario Locations

C:\test\

Demo

Load

New Load Voice Group

acct_balances_0001

Monitoring

Voice Group

acct_balances_0001

Doreen

hengli Test

test

testblanks

Load Schedule

Start and Stop times

Start: Tuesday 7 May 2002 9:44:28 AM

Stop: None

1

Recurrence Pattern

☒ None

☐ Hourly

☐ Daily

☐ Weekly

☐ Monthly

Alerting - Enable to allow alerting at script level, disable to prevent all alerting

☐ Enable alerting for this scenario

Save

Cancel

Scenario Reporter

For Help, press F1

Connected to HCM Server: rsw256

Interactive Mode

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FIG. 16